

JANUARY 2022 DEPLOYMENT SCHEDULE																																									
Sunday, 12/26/21						Monday, 12/27/21						Tuesday, 12/28/21						Wednesday, 12/29/21						Thursday, 12/30/21						Friday, 12/31/21						Saturday, 01/01/22					
Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates						
																															SEO	BIN	0	0	0						
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Sunday, 01/02/22						Monday, 01/03/22						Tuesday, 01/04/22						Wednesday, 01/05/22						Thursday, 01/06/22						Friday, 01/07/22						Saturday, 01/08/22					
Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates						
SEO	BIN	0	0	0		SEO	BIN	0	0	0		SEO	BIN	0	0	0		SEO	BIN	0	0	0		SEO	BIN	0	0	0		SEO	BIN	0	0	0							
SEO	CJH	0	0	0		SEO	CJH	0	0	0		SEO	CJH	0	0	0		SEO	CJH	0	0	0		SEO	CJH	0	0	0		SEO	CJH	0	0	0							
Sunday, 01/09/22						Monday, 01/10/22						Tuesday, 01/11/22						Wednesday, 01/12/22						Thursday, 01/13/22						Friday, 01/14/22						Saturday, 01/15/22					
Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates						
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Sunday, 01/16/22						Monday, 01/17/22						Tuesday, 01/18/22						Wednesday, 01/19/22						Thursday, 01/20/22						Friday, 01/21/22						Saturday, 01/22/22					
Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates						
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Sunday, 01/23/22						Monday, 01/24/22						Tuesday, 01/25/22						Wednesday, 01/26/22						Thursday, 01/27/22						Friday, 01/28/22						Saturday, 01/29/22					
Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates						
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SEO	CJH	0	0	0		SEO	CJH	0	0	0		SEO	CJH	0	0	0		SEO	CJH	0	0	0		SEO	CJH	0	0	0		SEO	CJH	0	0	0							
Sunday, 01/30/22						Monday, 01/31/22						Tuesday, 02/01/22						Wednesday, 02/02/22						Thursday, 02/03/22						Friday, 02/04/22						Saturday, 02/05/22					
Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates						
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FEBRUARY 2022 DEPLOYMENT SCHEDULE																																									
Sunday, 01/30/22						Monday, 01/31/22						Tuesday, 02/01/22						Wednesday, 02/02/22						Thursday, 02/03/22						Friday, 02/04/22						Saturday, 02/05/22					
Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates						
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Sunday, 02/06/22						Monday, 02/07/22						Tuesday, 02/08/22						Wednesday, 02/09/22						Thursday, 02/10/22						Friday, 02/11/22						Saturday, 02/12/22					
Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates						
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Sunday, 02/13/22						Monday, 02/14/22						Tuesday, 02/15/22						Wednesday, 02/16/22						Thursday, 02/17/22						Friday, 02/18/22						Saturday, 02/19/22					
Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates						
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Sunday, 02/20/22						Monday, 02/21/22						Tuesday, 02/22/22						Wednesday, 02/23/22						Thursday, 02/24/22						Friday, 02/25/22						Saturday, 02/26/22					
Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates						
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Sunday, 02/27/22						Monday, 02/28/22						Tuesday, 03/01/22						Wednesday, 03/02/22						Thursday, 03/03/22						Friday, 03/04/22						Saturday, 03/05/22					
Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates						
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Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates	Operation	Facility	AM	PM	10 - 6	Comments / Updates						
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						SEO	CJH	0	0	0																															







MAY 2022 DEPLOYMENT SCHEDULE	
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Sunday, 05/01/22							Monday, 05/02/22						Tuesday, 05/03/22						Wednesday, 05/04/22						Thursday, 05/05/22						Friday, 05/06/22						Saturday, 05/07/22					
Operation	Facility	AM	PM	10 - 6		Comments / Updates	Operation	Facility	AM	PM	10 - 6		Comments / Updates	Operation	Facility	AM	PM	10 - 6		Comments / Updates	Operation	Facility	AM	PM	10 - 6		Comments / Updates	Operation	Facility	AM	PM	10 - 6		Comments / Updates								
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Sunday, 05/08/22							Monday, 05/09/22						Tuesday, 05/10/22						Wednesday, 05/11/22						Thursday, 05/12/22						Friday, 05/13/22						Saturday, 05/14/22					
Operation	Facility	AM	PM	10 - 6		Comments / Updates	Operation	Facility	AM	PM	10 - 6		Comments / Updates	Operation	Facility	AM	PM	10 - 6		Comments / Updates	Operation	Facility	AM	PM	10 - 6		Comments / Updates	Operation	Facility	AM	PM	10 - 6		Comments / Updates								
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Sunday, 05/15/22							Monday, 05/16/22						Tuesday, 05/17/22						Wednesday, 05/18/22						Thursday, 05/19/22						Friday, 05/20/22						Saturday, 05/21/22					
Operation	Facility	AM	PM	10 - 6		Comments / Updates	Operation	Facility	AM	PM	10 - 6		Comments / Updates	Operation	Facility	AM	PM	10 - 6		Comments / Updates	Operation	Facility	AM	PM	10 - 6		Comments / Updates	Operation	Facility	AM	PM	10 - 6		Comments / Updates								
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Sunday, 05/22/22							Monday, 05/23/22						Tuesday, 05/24/22						Wednesday, 05/25/22						Thursday, 05/26/22						Friday, 05/27/22						Saturday, 05/28/22					
Operation	Facility	AM	PM	10 - 6		Comments / Updates	Operation	Facility	AM	PM	10 - 6		Comments / Updates	Operation	Facility	AM	PM	10 - 6		Comments / Updates	Operation	Facility	AM	PM	10 - 6		Comments / Updates	Operation	Facility	AM	PM	10 - 6		Comments / Updates								
Sunday, 05/29/22							Monday, 05/30/22						Tuesday, 05/31/22																													
Operation	Facility	AM	PM	10 - 6		Comments / Updates	Operation	Facility	AM	PM	10 - 6		Comments / Updates	Operation	Facility	AM	PM	10 - 6		Comments / Updates	Operation	Facility	AM	PM	10 - 6		Comments / Updates	Operation	Facility	AM	PM	10 - 6		Comments / Updates								
Operation	Facility	AM	PM	10 - 6		Comments / Updates	Operation	Facility	AM	PM	10 - 6		Comments / Updates	Operation	Facility	AM	PM	10 - 6		Comments / Updates	Operation	Facility	AM	PM	10 - 6		Comments / Updates	Operation	Facility	AM	PM	10 - 6		Comments / Updates								

## COMPLAINT REVIEW PROCESS

June 16, 2022

Complaints are generated through multiple channels. If a complainant contacts the Probation Informational Center (PIC) at (866) 931-2222, or a field area office or through the supervision deputy; they will refer the complainant to contact the Office of Ombudsman.

The Office of the Ombudsman operates the Department's helpline where Probation clients (Juvenile and Adult), their families, and community members can seek assistance with their concerns related to service delivery, policies, and/or procedures. The Ombudsman's Office receives and attempts to resolve complaints in an independent, impartial, and unbiased manner, providing transparency to the Department's policy, procedures, and practices. Upon receipt of complaints or concerns from clients, citizens, and external agencies, the Ombudsman's Office completes an informal review of information, provides an acknowledgment receipt, and assists bureaus/operations to resolve the matter by providing recommendations on systematic issues within our organization.

The Ombudsman's Office can be reached by writing to Probation Headquarters at 9150 E. Imperial Hwy, Downey, CA 90242, calling the Ombudsman's toll-free telephone number (877) 822-3222, emailing the complaint to *Ombudsman@probation.lacounty.gov*, or by completing the electronic Citizen's Complaint form found on our public website at [https://probation.lacounty.gov/public\\_feedback/](https://probation.lacounty.gov/public_feedback/)

If needed, the Ombudsman Office will refer the complaint directly to Internal Affairs (IA) and/or to the County Equity Oversight Panel (CEOP) for a formal investigation.

Complaints received by the Internal Affairs Bureau are reviewed by the Internal Affairs Central Intake Team (CIT), which consists of a panel of members from Internal Affairs, Performance Management and County Counsel. The Internal Affairs CIT will either decide to investigate or decline to investigate the matter. When the Internal Affairs CIT declines to investigate, they refer the matter to the appropriate bureau for further follow-up and review. When an investigation is accepted, the matter is immediately assigned to an investigator, an investigation of the matter is conducted, and a determination of findings is completed. Substantiated findings are referred to Performance Management to analyze the case and further assist the decision maker in determining the level of corrective action by providing an analysis/write-up to the decision maker.

The Adult Investigative Services Bureau (AISB) process, which SEO falls under, is to conduct a formal review of the complaint. The complainant is contacted and interviewed as to the nature of incident and a determination of any violations of policy is made by the manager/Director. Should any substantiated violation have occurred, SEO management will implement corrective action and work with Internal Affairs/Performance Management to address the violation.